



*An Overview of*  
**PROGRAMS**

FEBRUARY 2008

*Mission:* To maintain or improve the quality of life for the people of the State of Missouri.

*Vision:* Safe, healthy, prosperous Missourians.

*Goals:*

- RESULTS for the people of Missouri
- EXCELLENCE in customer service
- PROFICIENCY of performance
- INTEGRITY of stewardship
- ACCOUNTABILITY above all

The Missouri Department of Social Services (DSS) was constitutionally established in 1974. It is charged with administering programs to promote, safeguard and protect the general welfare of children; to maintain and strengthen family life; and to aid people in need as they strive to achieve their highest level of independence.

The department is organized into four program divisions: Children's Division, Division of Youth Services, Family Support Division and MO HealthNet Division. The Divisions of Financial and Administrative Services and Legal Services provide department-wide support services.



# FROM THE DIRECTOR

February 2008

Dear Friends:

I am deeply honored to serve you and the good people of this great state as your Director of the Department of Social Services. Through Social Services, the state provides care and treatment to juvenile offenders; child protection, adoption, and foster care services; child support enforcement; and a number of needs based programs including MO HealthNet. To serve Missourians, the Department has a presence in every county in the state.

We are pleased to report that the Missouri Department of Social Services has received several national recognitions for the operation of our programs. The federal government recognized the Family Support Division for program integrity and stewardship of public funds for operation of the Food Stamp program, and the division set a new record for the collection of child support. All Children's Division offices are on track to achieve national accreditation by the end of state fiscal year 2009. The MO HealthNet Division in collaboration with the Department of Mental Health received national recognition for behavioral pharmacy management and continues to implement new innovations to improve the well-being of our citizens through the use of technology and promoting preventative care. And, the Division of Youth Services is recognized as a national model for the treatment and rehabilitation of troubled youth.

Working with and for thousands of Missourians alongside our partners is a responsibility we take very seriously. Day in and day out it is our mission to support individuals as they work to achieve the greatest level of independence and the best quality of life possible. I have challenged the department to live out the following guiding principles:

- Results for Missouri's people;
- Excellence in customer service;
- Proficiency of performance;
- Integrity of stewardship; and
- Accountability, above all.

As a department, we are here for one purpose and one purpose only – to serve the citizens of Missouri and each other with respect, compassion, efficiency and integrity. As we work better together, we will work better for the people who benefit from the services and supports offered through the department.

I encourage you to visit the local offices of the Department in your community and get to know our committed staff. Please let me know in what ways we can continue to strive toward excellence!

We look forward to working with you to strengthen the healthcare safety net, continue to improve our child protection system, and enhance our services to the individuals, children, youth and families of our great state.

Sincerely,

Deborah E. Scott  
Director



# DEPARTMENT OF SOCIAL SERVICES

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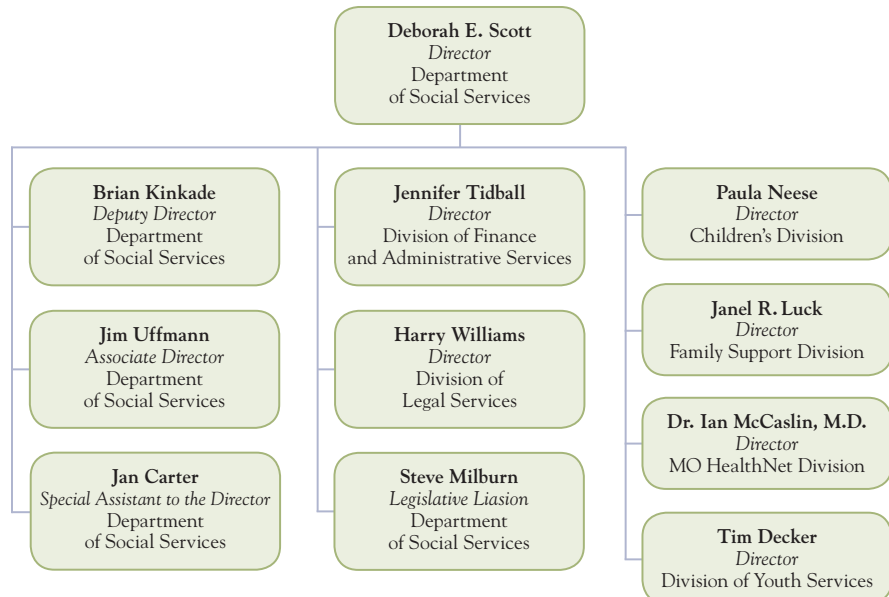
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## 2007 TOP ACHIEVEMENT HIGHLIGHTS

### **Waste, Fraud and Abuse Recoveries**

Cost avoidances and recoveries for MO HealthNet totaled \$196.9 million in SFY-2007. In addition, the Contract Compliance Unit reviewed 1,950 child care contracts. As a result, 186 contracts were closed and 80 providers were referred to the Department of Health and Senior Services for potential licensing violations.

### **Chronic Care Improvement Program**

MO HealthNet launched the Chronic Care Improvement program to help the most chronically ill patients receive education on their illness and coordination of their care. Over 109,000 were enrolled by December 31, 2007, helping them to improve their health and achieve a higher quality of life.

### **Health Care Technology**

Great advancements were made in the implementation of health care technology, including the launch and expansion of CyberAccessSM, an electronic health record for all MO HealthNet participants that includes all paid claims data, an electronic plan of care, e-prescribing and real time prior authorization for medications and durable medical equipment.

### **Emergency Preparedness**

Department of Social Services (DSS) is the designated lead state agency for mass care during emergencies. All Family Support Division County Managers are charged with working with local emergency management directors, the Red Cross and Salvation Army to ensure adequate sheltering capacity is identified. During the December 2007 ice storm, DSS was second only to the National Guard in number of staff deployed, with over 150 employees staffing shelters across the state.

### **Food Stamp Accuracy and Participation**

The Family Support Division received awards for being third in the nation in food stamp accuracy and second for participation.



USDA Under Secretary Nancy Montanez Johner presents a \$3.2 million bonus check to DSS Director Deborah Scott for Food Stamp program accuracy and efficiency.



### **Eligibility Redeterminations**

The DSS Family Support Division maintained a 100% redetermination rate for 2007, ensuring that individuals' eligibility for MO HealthNet and other needs based programs is current.

### **Children's Division Accreditation**

DSS Children's Division is on schedule to achieve statewide accreditation by 2009. As 2007 closed, 18 of the 45 circuits plus the central office and Child Abuse and Neglect Hotline have been found in compliance standards by the Council on Accreditation.

### **Relative Placements and Foster Care**

DSS Children's Division has stressed the importance of placing children with relatives whenever possible when children cannot safely remain at home. Relative and Kinship placements as of July 2007 were at 28.3%. The number of foster children in care reached an all time low, at 9,496 as of November 30, 2007, down from a high of 12,521 in May 2002.

### **Youth Services' Educational Outcomes**

Graduations and GED success rates reached all time highs for young people in the custody of the Division of Youth Services, with 270 students completing their secondary education, including 23.28% of all discharges over age 16. Recommitment rates continued to be low at 7.3%. DSS Youth Services continues to share best practices with states across the nation, and has been featured prominently in national and international print and broadcasting over the past year including the New York Times, Associated Press, National Public Radio and British Broadcasting Corporation.

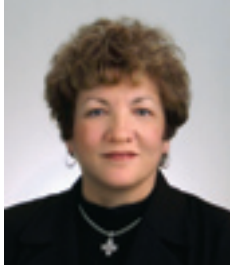


Governor Blunt speaks at the 2007 Heart Gallery End of Year Celebration as Children's Division Director Paula Neese looks on.





# CHILDREN'S DIVISION



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## GOAL

To partner with families, communities and government to protect children from abuse and neglect and assure safety, permanency and well-being for Missouri's children.

## FUNCTIONS

The Children's Division is the arm of the Department charged with responding to reports of child abuse and neglect and administering a system of care for children who cannot safely remain at home. The Division also promotes early childhood and prevention programs in partnership with other key stakeholders.

## 2007 ACCOMPLISHMENTS

- Using savings generated as a result of the department's new child care compliance reviews and other methods, Governor Blunt reinvested \$19.5 million in the Child Care program to increase eligibility from 110% of the federal poverty level to 127% and to improve rates.
- The Council on Accreditation visited eight additional circuits in 2007. With several notifications still pending, the Division closed 2007 with 18 of 45 circuits achieving accreditation along with the division's central administration and Child Abuse and Neglect Hotline.

## PROGRAMS

### Child Abuse and Neglect Hotline

The Child Abuse and Neglect Hotline is the public's resource for reporting suspected incidents of child abuse and neglect. The hotline, which operates 24 hours a day, seven days a week, fields calls of suspected abuse and neglect and then refers reports to local county offices for investigation.

### Family Centered Services

The goal of family-centered services is to prevent child abuse or neglect and the possible removal of the child from the home, by stabilizing the family and improving family functioning. This is done through preventative family-centered and preservation services such as Intensive In-Home services.

### Foster Care

When children cannot safely remain at home, services are provided to children who need alternative care. This is accomplished through foster care homes, group facilities, residential treatment facilities and transitional living services.

### **Adoption Services**

When parental rights are terminated through the courts, finding safe, permanent and loving homes for children becomes the priority of the Children's Division.

### **Residential and Foster Care Licensure**

The Children's Division is responsible for the inspection, licensing and approval of foster care homes and residential facilities.

### **Early Childhood and Prevention Services**

The Children's Division administers early childhood care and child abuse prevention programs. These programs provide child care subsidies to low-income families as well as quality improvement and professional development activities for child care programs and staff.

## **2007 CHILDREN'S DIVISION** *Fast Facts*

1,275 adoptions finalized

127,263 calls taken by the Child Abuse Hotline

1,728 families received Intensive In-Home Services

9,656 children were in the custody of the Children's Division

2,652 families were licensed to provide foster care

Over 80% of services are provided through contracted providers

## **2008 INITIATIVES**

### **Accreditation:**

The Children's Division will continue with its plan to achieve statewide accreditation of the state's child welfare system by 2009. An additional 16 circuits will undergo extensive reviews in FY 2008 by the Council on Accreditation.

### **Early Headstart Expansion:**

The Governor is proposing an expansion of Early Headstart using savings accrued through efficiencies. Services would be expanded to nearly 100 eligible children with an impact on the quality of care for hundreds more.

### **Child Care Rate Restructuring:**

This proposed initiative would realign licensed and inspected provider child care rates to reflect the market for the first across-the-board adjustment in a decade. The proposal is to bring infant and toddler rates to 65% of market and all other rates to 55%.

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# DIVISION OF YOUTH SERVICES



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## GOAL

To allow youth to fulfill their needs in a responsible manner with respect for the needs of their families and their communities.

## FUNCTION

The Division of Youth Services' (DYS) primary function within the Department is to provide treatment and educational services to rehabilitate young people that have become involved with the juvenile justice system.

## 2007 ACCOMPLISHMENTS

DYS is nationally recognized as a model for youth treatment and rehabilitation. Over the past year, DYS has been visited and regularly contacted by other states seeking assistance and has been featured in national publications including National Public Radio, the New York Times, Associated Press and British Broadcasting Corporation.

The National Evaluation and Technical Assistance Center for the Education for Children and Youth Who are Neglected, Delinquent or At Risk (NDTAC) found DYS and Juvenile Court Detention Centers rank well above the national average in many categories pertaining to the educational success of delinquent youth including:

- 91% of Missouri youth in juvenile corrections or detentions earned high school credits as compared to 46% nationally;
- 15% of these youth earned GED certificates as compared to 6% nationally; and,
- In SFY 2007, DYS awarded 237 GED certificates and 32 high school diplomas, making it one of the most successful years on record.

## PROGRAMS

### Case Management

Case Management provides assessment, treatment planning, coordination, monitoring and evaluation of services for youth and their families, as well as transition supervision with the ultimate goal of returning each youth to their family and community as a productive and responsible citizen.

## Day Treatment

Day Treatment provides a structured alternative education program supported by individual, group or family therapy.

## Family Therapy

DYS family therapists provide counseling to adjudicated and non-adjudicated youth and their families.

## Community-Based Residential Programs

DYS group homes provide treatment and education in a residential environment; staff provides 24-hour supervision in a home-like setting with capacity for 10 young people in each group.

## Moderate-Care Residential Facilities

These facilities provide a structured environment for DYS youth who cannot function well in the community and require a more structured setting. Traditional school programs are offered on site.

## Secure Care Residential Facilities

Secure care facilities are for those youth who have a history of more serious offenses and require a more structured setting. Seven, highly structured, secure care programs offer on-site education, vocational training and intensive treatment services.

## Dual Jurisdiction

The Dual Jurisdiction program allows for an alternative sentencing option for certified youth, who receive adult and juvenile sentences with the adult sentence being suspended pending their progress in the juvenile system.

## Aftercare

Aftercare provides supervision, counseling and support services that help youth make a smooth transition back into their communities.

## 2007 DIVISION OF YOUTH SERVICES *FastFacts*

1,273 youth committed

DYS recommitment rate was 7.3%

84.3% of all DYS discharged youth were productively involved in education or employment

2,276 young people were served in 32 residential centers operating 24/7

703 youth were served in 10 Day Treatment Centers operating year-round

2,817 youth received case management services

Juvenile Court Diversion projects operated in 39 out of 45 Juvenile Court Circuits



## 2008 INITIATIVES

### Juvenile Court Diversion:

In SFY 2006, 49% of the youth committed to DYS were committed for non-felony offenses. Many of these youth were committed to the division for repeated status and misdemeanor law violations because the courts had limited community-based interventions. The first line of defense should be to serve young people within their community whenever possible. The goal is to improve and expand local intervention services by engaging and supporting communities to divert young people from division custody, which is best for the young people and cost effective. DYS continues to work with the courts and communities to divert young people from state custody, as appropriate.

### Addressing Mental Health Needs of DYS Young People:

DSS wants to increase collaboration with mental health providers who are able to serve delinquent young people in residential settings. DSS is working collaboratively with the Department of Mental Health to address the mental health needs of young people committed to DYS custody.

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# FAMILY SUPPORT DIVISION



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### GOAL

To maintain or improve the quality of life for the people of Missouri by providing the best possible services to the public, with respect, responsiveness and accountability enabling individuals and families to fulfill their potential.

### FUNCTIONS

The Family Support Division (FSD) has two primary functions within the Department: 1) eligibility determination for various needs based programs, and 2) child support enforcement.

### 2007 ACCOMPLISHMENTS

Food Stamp Awards: Missouri was again recognized for efficient and accurate delivery of nutrition services to families. Missouri's Food Stamp payment error rate is one of the best in the country at 2.59% while the national average is 5.99%. The state was also recognized for being one of four states in the country for best program access.

FSD maintained a 100% MO HealthNet eligibility reinvestigation rate.

Child support enforcement was restructured resulting in improved efficiency and a five percent increase in collections.

### MAJOR PROGRAMS

#### Blind and Visually Impaired Services Program

FSD administers six programs to blind and visually impaired persons: vocational rehabilitation, prevention of blindness, independent living rehabilitation to adults, older blind services, children services and the blind enterprise program.

#### Community Services Block Grant

The Community Services Block Grant is a federally funded program administered in partnership with local community action agencies to impact six causes of poverty conditions: unemployment, inadequate housing, inadequate education, malnutrition, income and unmet emergency needs.

### 2007 FAMILY SUPPORT DIVISION *Fast Facts*

Nearly 1,000,000 applications processed

Maintained reverifications  
for MO HealthNet at 99%

Child Support Collections have increased  
each year for the last ten fiscal years. In  
FY 07, \$586,424,767 was collected in child  
support payments.

More than 4,000 visually impaired people  
increase and maintain their independence  
through services offered by the Rehabilita-  
tion Services for the Blind Unit.



## Food Stamps and Food Distribution Programs

The Food Stamps program is designed to help low-income families increase their purchasing power for buying nutritious food for their families.

## Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program to help with payment of energy bills; eligibility for assistance is based on household income, the number of persons residing in the household and the heating source. For the third consecutive year, Governor Blunt recommended that the program be supplemented by state Utilicare funding.

## MO HealthNet

FSD performs eligibility for MO HealthNet which provides medical services for eligible children, pregnant women, aged, blind or disabled individuals and some families.

## Temporary Assistance for Needy Families (TANF)

TANF provides support on behalf of needy children who have been deprived of parental income and who are living in homes maintained by parents or close relatives. Temporary financial assistance may be provided for up to sixty months while the adult in the home transitions to self-sufficiency.

## Supplemental Aid to the Blind and Blind Pension

FSD administers two additional programs for the blind: the Supplemental Aid to the Blind and the state-financed Blind Pension Program.

## Supplemental Nursing Care

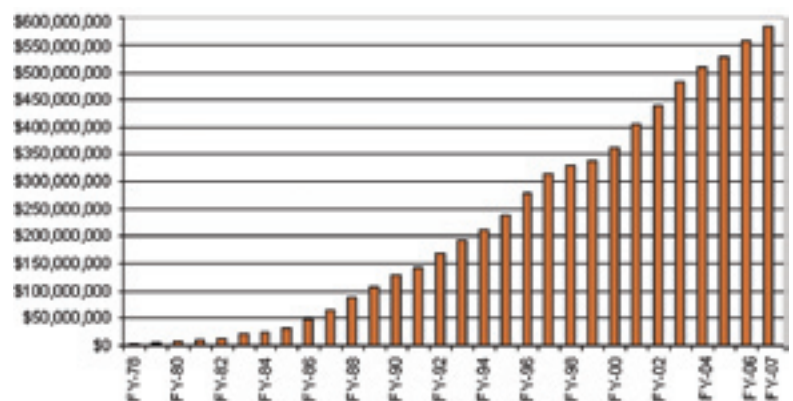
This program provides medical services to people who meet requirements in accordance with standards based on state law. Certain adults who are medically eligible and who reside in residential care, assisted living, or licensed nursing facilities may receive monthly benefits.

## Child Support

The Child Support program works to assist families with the following: locating parents, establishing paternity, establishing child and medical support orders, monitoring and enforcing compliance with support orders, receiving support orders for modification and distributing child support collections.

For Fiscal Year 2007 (the period extending from July 1, 2006 to June 30, 2007) collections totaled over half a billion dollars. The figure represents a five percent increase in collections over the previous year.

**Missouri's Child Support Collections**



## Refugee Resettlement

The goal of the Refugee Resettlement program is to promote economic self-sufficiency within the shortest possible time after a refugee's entrance into the state. This is accomplished through the planned and coordinated use of support services as transitional aid.

## 2008 INITIATIVES

### Electronic Funds Transfer and Child Support Portal:

DSS is proposing a new electronic process for employers to remit child support payments. Additionally, DSS is proposing a child support portal that will allow employers to transfer new hire information electronically. Electronic transfer of data will improve employer reporting, reduce manual data entry and help the FSD with collection efforts. Legislation is proposed.

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# MO HEALTHNET DIVISION



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## GOALS

- To purchase and monitor health care services for low income and vulnerable Missouri citizens;
- To assure the provision of quality health care for MO HealthNet participants through the development of service delivery systems, standards setting and enforcement, and education of participants and providers; and,
- To be fiscally accountable for maximum and appropriate utilization of resources.

## PROGRAMS

### MO HealthNet

MO HealthNet is the state's health coverage program for low-income citizens. This program provides care for children, pregnant women, the aged, blind and disabled and some low income families.

### Chronic Care Improvement Program

This program improves the quality of care for participants with chronic illnesses, decreases complications associated with chronic illness and reduces costs associated with delivering care to this population. Participants receive one on one attention and education about their disease from their health care home and health care coordinator.

### MoRx

The Missouri Rx Plan (MoRx) is Missouri's State Pharmacy Assistance Program. MoRx coordinates benefits with Medicare's (Part D) Prescription Drug Program and provides additional assistance for prescription drug costs to Missourians in need whose incomes are under 200 percent of the federal poverty level. MoRx pays for 50% of members' out of pocket costs after their Medicare Prescription Drug Plan pays. It pays for 50% of the deductible, 50% of the co-pays before the coverage gap, 50% of the coverage gap, and 50% of co-pays for catastrophic coverage.

### MoRx Price Compare

The MoRx Price Compare website lists prescription medication prices for the most commonly used prescription drugs in Missouri based on the usual and customary price reported by local pharmacies. This is the retail price an uninsured, cash-paying customer would normally pay without any discounts. The price compare website is available for all Missourians to help them be informed consumers of prescription drugs at [www.morxpricecompare.mo.gov](http://www.morxpricecompare.mo.gov).

## 2007 ACCOMPLISHMENTS

MO HealthNet replaced the state's Medicaid program and is a new direction in health care focused on health, wellness and prevention for participants.

The Chronic Care Improvement Program, the inaugural component of MO HealthNet, was launched and is matching participants suffering from chronic illnesses with a health care coordinator and health care home to develop an individualized plan of care. More than 109,000 people are enrolled and 130,000 participants are expected to be enrolled by July 2008.

Through MO HealthNet, every participant will soon have a health care home. A health Care home is the participant's home base for health care where the patient, their family and caregivers work together to address medical, behavioral and psychosocial needs.

A physician services' rate increase was implemented July 1, 2007. Increasing reimbursement rates is essential to attract and retain health care providers to participate in MO HealthNet and assure access to care for participants.

The CyberAccess® program has been implemented giving physicians a web based electronic health record tool that puts patient history at their fingertips and improves efficiency.

Greater access for children's health care coverage is underway because of MO HealthNet for Kids. Redefining affordable health care opened access to an additional 6,349 children.

Managed care has been expanded to an additional 17 counties allowing for an additional 37,000 MO HealthNet participants to receive coordinated care.

## 2008 INITIATIVES

### Inter-Operable Records:

Inter-Operable Records will eliminate the wait for receiving full patient histories when a MO HealthNet participant meets with a new health care provider. This system will allow health care providers instant access to a participant's health record regardless of the system in which the information was entered. This will lead to better service for participants. This will ensure duplicative tests aren't being performed, dangerous prescription combinations aren't being given and the participant's plan of care is being followed. Health care professionals will also greatly benefit from this system by having patient history at their fingertips.

### Expanded outreach and Enrollment for Children:

The Governor is proposing \$4.8 million (\$1.2 million GR) to expand health care access for Missouri children. This would allow services to be expanded to more than 3,700 children. Working with community partners, the MO HealthNet and Family Support Divisions are reaching out to Missouri's eligible families to encourage their enrollment.

## 2007 MO HEALTHNET DIVISION *Fast Facts*

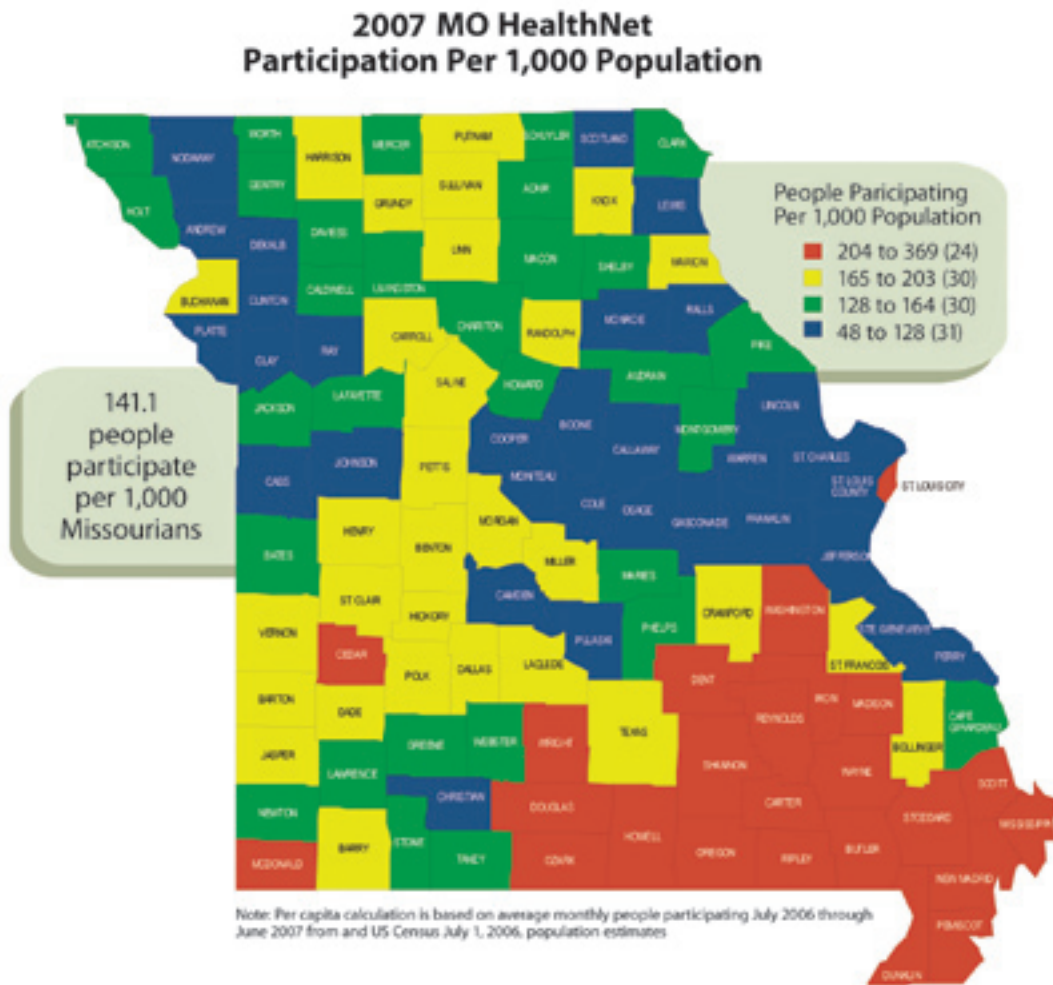
Average monthly enrollment of 829,000

109,000 patients enrolled for the first time in Chronic Care Improvement (Jan 2008)

7,554 prescribers (i.e.: health care providers) and 2,053 Sites (i.e.: doctor's offices, hospitals, DME providers) enrolled and utilizing CyberAccess®

### Health Care Home:

A health care home is a participant's home base for primary care. Currently those enrolled in the Chronic Care Improvement Program, approximately 109,000, are enrolled in a health care home and are taking part in an individualized plan of care. This concept will be used across the state of Missouri with enrollment beginning along the I-70 corridor and progressing statewide. Health care homes allow participants to build a relationship with a health care provider, establish a plan of care and be more involved in their health. The Division plans to have all MO HealthNet participants enrolled in a health care home by July 2008.







# DIVISION OF FINANCE AND ADMINISTRATIVE SERVICES

**Broadway State Office Building**

P.O. Box 1082  
Jefferson City, MO 65102  
(573) 751-7533  
Fax (573) 751-7598

Jennifer Tidball  
Division of Finance and Administrative Services Director  
Jennifer.R.Tidball@dss.mo.gov

## PURPOSE

The Division of Finance and Administrative Services is the Department of Social Services' central accounting and financial control unit. Staff who specialize in financial management functions including auditing/compliance review, budgeting and federal receipts and reporting shape the budget, implement the department's fiscal policies (claiming strategies, expenditure control, etc.) and respond to changes in federal and state fiscal policy. It provides budgeting and finance support services to all divisions within DSS.

## UNITS

### **Payment Processing Oversight**

This unit makes final approval of payments and is charged with overall compliance with state and federal laws or regulations and adherence to sound and accepted accounting principles.

### **Audit and Compliance Services**

This unit focuses audit and compliance resources on improving department financial systems, payment processes and procedures and ensuring vendor compliance with contract provisions.

### **Budget**

This group directs and helps prepare the department budget, compiling and evaluating budget proposals from DSS divisions. In addition, this unit is responsible for Department expenditure control, assuring there is sufficient cash to support available authority, and monitoring spending rates.

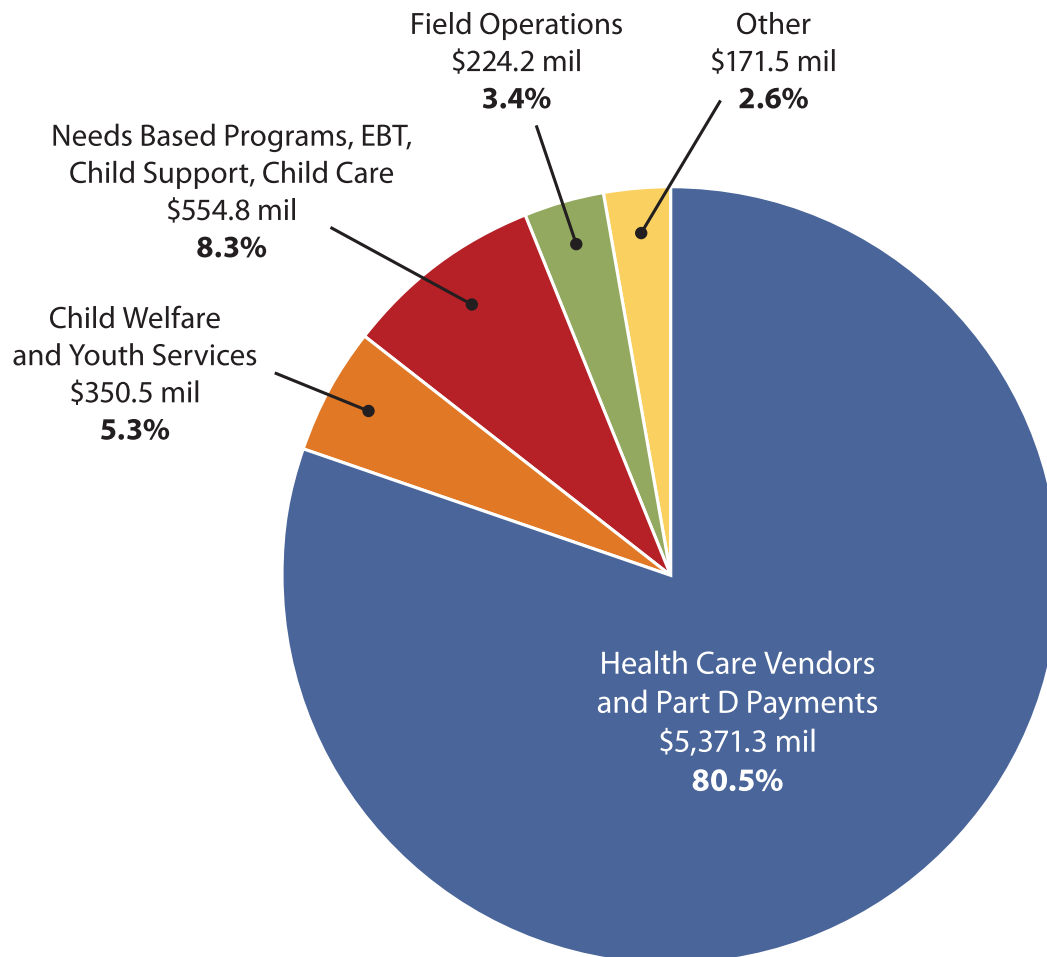
### **Receipts and Grants Management**

This unit manages approximately 55 grants with a value of over \$5.7 billion in federal funds. The unit is responsible for the processes that provide for daily cash draws and deposits to federal funds that support Department of Social Services' and certain other departments' programs.

### **Purchasing/Payroll**

Purchasing provides goods and services in accordance with delegation from Office of Administration and monitors compliance of purchasing agreements between DSS and contractors/vendors. The Payroll function includes maintaining employee time and leave and managing all issues relating to salary payments.

## 2008 DSS Budget





# DIVISION OF LEGAL SERVICES

**Broadway State Office Building**

P.O. Box 1527  
Jefferson City, MO 65102-1527  
(573) 751-3229  
Fax (573) 526-1484

Harry Williams  
Division of Legal Services Director  
Harry.D.Williams@dss.mo.gov

## PURPOSE

Provides comprehensive legal support to all program and support divisions in DSS. The Division represents the Department, its Divisions and the State, not individuals.

## UNITS

### Litigation

This unit represents the division of DSS before administrative tribunals and circuit and appellate courts on a variety of DSS related issues.

### Administrative Hearings

Administrative Hearings is comprised of hearing officers who conduct hearings relating to child support enforcement and public benefits under Chapters 208, 454, 536 and 660 RSMo. In addition, hearings are provided to elderly persons who face eviction from nursing homes. The hearings unit processed 15,832 hearings in 2007.

### Investigations

The investigations section of the division is divided into four units: Welfare Investigations, Medicaid Investigations, Claims and Restitution, and General Assignment.

## 2007 DECISIONS OF NOTE

- The Supreme Court upheld the constitutionality of the Child Abuse and Neglect Review Board (CANRB) which reviews the findings of Children's Division child abuse investigations. The ruling stated that the CANRB was not required to provide a full, trial-type adversarial proceeding. However, the court also held the listing of alleged perpetrator names on the Central Registry could not be done prior to the CANRB hearing and a decision of the CANRB affirming the Children's Division's finding of abuse.
- The Supreme Court upheld the statute which allows the Family Support Division the legal right to begin the process of modifying child support and judicial orders administratively. These orders are then sent on to a judge for final approval.
- The Western District Court of Appeals held that the Department of Social Services' Children's Division is not a "law enforcement agency" and because of this, the statutory exception in the Sunshine Law did not bar disclosure of its investigative reports and the director of the department has statutory discretion to release any reports and records within the files of the department that relate to the death of a child.



## You can expect:

- Better access to quality care
- Active involvement in your health care
- Improved health care through technology
- Better health outcomes

## Benefits:

- Prevention, health and wellness
- Coordinated care and treatment
- Choice of health care home/provider
- Personalized health plan
- Care based on proven practices
- If you think you qualify, log onto [www.dss.mo.gov/fsd](http://www.dss.mo.gov/fsd) or visit your local Family Support Division office.



Missouri Department of Social Services  
MO HealthNet Division